

Dispute Resolution Service

What is it and how to apply

The Dispute Resolution Service (DRS) is a service provided by the Office of the Public Guardian (OPG). Dispute resolution can help people work through disagreements about advance care directives (ACDs) and health decisions.

How can the DRS help me?

The Dispute Resolution Service can:

- Provide information to help people understand their rights and responsibilities around ACDs and the *Guardianship and Administration Act 1995*
- Help identify the issues that are in conflict
- Help people communicate about the issues
- Help explore all the options to resolve the conflict
- Facilitate mediation and family meetings
- Provide an alternative to the Tribunal process where appropriate

The Dispute Resolution Process

Our dispute resolution process is:

- Voluntary
- Confidential
- Person-centred
- Future focused
- Free

Who can apply for dispute resolution?

You can apply for dispute resolution if a person has an ACD and there is conflict or disagreement about the ACD or a decision about the person's healthcare or care.

You can apply for dispute resolution if you are:

- The person who gave the ACD
- The person responsible or guardian for the person
- A parent (if the person who gave the ACD is a minor)
- A health practitioner providing healthcare to the person
- Anyone who the Public Guardian believes has an appropriate interest in the person's care or the dispute

How to apply for dispute resolution

You can apply for dispute resolution by:

- Calling the OPG on 6165 3444 / 1800 855 722
- Downloading the application form from our website
www.publicguardian.tas.gov.au.

You can apply by phone if you need help or the matter is urgent.

Please return completed applications to:

Email: public.guardian@publicguardian.tas.gov.au
Post: C/- The Public Guardian, GPO Box 825,
Hobart TAS 7000

More Information

For further information see: *DRS Guide to Dispute Resolution, Making Decisions for Someone who has Given an ACD*